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AUTHOR Smiley, Richard H.
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ABSTRACT

A survey of Alaska State employees was conducted in Juneu and Anchorage to assess the child care needs of State employees who used child care services for children through 12 years of age or for handicapped children of any age. State employees who did not use child care services were also surveyed. A total of 2200 questionnaires assessing demographic, child, and attitudinal information were distributed to employees. Response rates were 42% in Juneau and 46% in Anchorage. Approximately 60 percent of the respondents were married females having two or fewer children, most frequently 26 to 35 years old, who frequently had annual family incomes over $40,000, infrequently received public day care assistance, and paid $200 to $400 per month per child for child care. Family day care was most frequently used. Center care was used more frequently in Anchorage. Day care was licensed approximately half of the time. Approximately one-third of all respondents felt that their child care needs were not being met. Over half missed 4 hours of work or less due to child care concerns. Three reasons for choosing particular child care services and the three most frequent criticisms of services were identified, along with preferences for employer-sponsored services. Responses of single parents were different from those of married respondents, as were those of employees not using child care services. (RH)

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THE ALASKA STATE EMPLOYEE CHILD CARE SURVEY

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THE ALASKA STATE EMPLOYEE

CHILD CARE SURVEY

Conducted for:

Office of the Commissioner
Alaska Department of Administration

January 11, 1985

Researcher:

Richard H. Smiley, Ph. D.

Conducted By:

South East Regional Resource Center
218 Front Street
Juneau, Alaska 99801
(907) 586-6806

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ABSTRACT

A survey of Alaska State employees was conducted in Juneau and Anchorage between August and December, 1984. The survey assessed the child care needs of State employees who used child care services for children aged 12 or younger or handicapped children of any age (Users). A separate and limited survey of 500 State employees who did not use child care services (Non Users) was also conducted. Questionnaires which assessed demographic, child and attitudinal information were distributed to Users in the 16 major State of Alaska departments through the individual Personnel Department. A total of 2200 questionnaires with return envelopes were distributed in Juneau and Anchorage. Response rates were 42% in Juneau and 46% in Anchorage. Approximately 60% of the respondents were married females having 2 or fewer children and they were found most frequently in the 26 to 35 year age range. The majority of the respondents had family incomes over $40,000 per year and monthly costs for child care were mostly in the $200 to $400 per child range. Slightly less than 20% of the respondents were single parents and less than 10% of all respondents received public day care assistance. The most frequent type of child care used was care in someone else's home (46% in Juneau, 38% in Anchorage) and more employees in Anchorage (27%) used child care centers than in Juneau (14%). Day care was licensed approximately half of the time. Approximately one-third of all respondents felt that their child care needs were not being met (23% in Juneau, 28% in Anchorage) and over half of all employees missed 4 hours of work or less due to child care concerns (approximately one-third missed no work). The three reasons given for choosing particular child care services were, in order of importance; 1) the child care philosophy of the caregiver, 2) the reputation of the caregiver and, 3) the convenience or location of the service. The three most frequent criticisms of child care services were inadequate learning activities, too crowded, and overpriced. Choices for employer-sponsored child care services in both Juneau and Anchorage were: #1, on-site child care centers (22% Juneau, 28% Anchorage), #2, an option in the Supplemental Benefits Plan (21% Juneau, 22% Anchorage) and, #3, flextime (18% Juneau, 16% Anchorage). When single parents were considered as a subgroup separate from all respondents, several notable differences emerged. Single parents typically had family incomes below $30,000 per year, were found most often at salary ranges 12 and below and received more public day care assistance than their married colleagues (41% in Juneau and 24% in Anchorage). By a small margin, a higher percentage of single employees compared to married employees felt that their child care needs were not being met. Convenience or location was a more important reason for choosing a child care service and cost was a more frequent criticism of current child care arrangements in the opinion of single parents. The preferences for employer- supported child care services were the same for single and married respondents. When compared to those employees who used child care services State employees who did not use child care services tended to be older males in higher salary ranges. Flextime was the first choice of these employees with regard to an appropriate form of employer-supported child care service which could be offered to colleagues having child care needs. A conservative estimate of the cost to the State of Alaska for employee time lost in Juneau and Anchorage as a result of child care concerns was $539,083 per year.

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SECTION I

Introduction

This report describes a study titled "The Alaska State Employee Child Care Survey" conducted by the South East Regional Resource Center for the Office of the Commissioner, Alaska Department of Administration. The contract for the survey was awarded to the South East Regional Resource Center on June 25,1984, as a result of a competitive Request For Proposals procedure. The terms of the contract were from June 25, 1984 to December 31, 1984. The report is composed of four sections, Section I: The Study, Section II: Method, Section III: Results, and Section IV: Summary and Conclusions. Section I contains background information, the purpose of the survey, and a description of the study. A final subsection contains a number of specific survey questions to which the study was directed.

Background

In the last ten years, child care concerns of employees have become an increasing concern of employers. As career patterns of employees change and the structure of families is modified by the social dynamics of modern America, the need for child care services has grown. This has become the case especially as a result of two principal factors: the rising number of dual-career families, and the increase of single, working mothers. An additional factor which has contributed to the growing concern of progressive employers is a projected increase in the number of children who will be born in the next two decades, estimated to be almost as high as during the "baby

boom" of the late 1950's.[1]

The child care concerns of single parents are a particular problem for employers, given the typically low income of such single wage earners and their rising numbers in the work force. As of March, 1984, 1.8 million single women with children under age six were in the labor force.[2]

There is no compelling reason to believe that Alaska is an exception to the situation described above for the United States. In a recent Alaska election campaign, one candidate for the U.S. House of Representatives advocated the federal government become involved in in the funding of day care centers.[3] To date, no assessment of child care concerns of Alaska State employees has been conducted; however, Providence Hospital in Anchorage carried out several surveys prior to building an on-campus day care facility in 1983. The Providence Hospital study noted that due to the long distances from family support, climatic adjustments and unrealistic expectations about Alaska, employees experienced high levels of stress. The study found enough day care slots to accommodate only 8.4% of the children under age six in Anchorage and noted long waiting lists for the two largest day care centers in closest proximity to the hospital. The study estimated a $200,000 per year savings would accrue from investing in a 120-unit

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1 Burud, S., Aschbacher, P. and McCroskey, J. Employer-Supported Child Care: Investing in Human Resources; Auburn House Publishing Company, Dover, MA. 1984, p.1.

2 Bureau of Labor Statistics; U.S. Census Bureau in; "What Price Day Care?", Newsweek, September 10, 1984. p. 14.

3 "Begich: Day Care Needed." Juneau Empire: October 5, 1984, p.3.

Employee Child Care Center.[4]

The effects that a shortage of quality child care services has on employees have been documented in the following areas:

1. turn-over
2. absenteeism
3. recruitment
4. public relations
5. morale
6. taxes
7. scheduling
8. equal employment opportunity
9. quality of work force
10. quality of work product or services

In light of these shortcomings, it is understandable that by 1984, over 600 major American employers, including state governments, have become involved in the child care concerns of their employees. These involvements have taken the following forms:

1. Flexible Personnel Policies
   a. Flextime
   b. Job sharing
   c. Part-time work
   d. Work at home
   e. Flexible leave

2. Informational Programs
   a. Information and referral programs
   b. Educational programs for parents

3. Financial Assistance
   a. Child Care reimbursement systems
   b. Corporation contributions to community child care programs

4. Direct Services
   a. Company child care centers
   b. Family day care home systems.[5]

Purpose

The purpose of the Child Care Study, as specified in the Request for Proposals issued by the Alaska Department of Administration was to

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[4] Hagler, J. Providence Hospital Employee Child Care Center, August, 1982, p. 210.

[5] Burud,et.al., op.cit., p. 14.

collect information about State employees in Anchorage and Juneau regarding:

1. employees' residence and work place;
2. employees' work schedule;
3. current child care arrangements;
4. number of children needing care;
5. number of children needing after-school care;
6. extent of need for emergency care;
7. factors which would influence choice of care location, and a choice of care service, eg. location and philosophy of center;
8. indication of what factors would cause a State employee to switch to a State-sponsored facility at a price similar to what they are currently paying; and
9. indication of what types of State-sponsored child care services would be important to employees.

It was the intention of the Department of Administration to use the data collected to recommend administrative or legislative action to develop child care benefits for State employees which could include any of the following: an on-site center in Juneau and/or Anchorage; referral services; an optional benefit under the Supplemental Benefits Package or the support of off-site child care centers. An additional purpose was to profile the child care concerns of the State employment pool.

The Study

In response to the Request For Proposals mentioned above, the South East Regional Resource Center submitted a bid to conduct the requested survey. The contract for the study was awarded to the South East Regional Resource Center on June 24, 1984. A steering committee

composed of State employees in the Departments of Administration, Education, Health and Social Services and Community and Regional Affairs was formed to provide guidance and oversight functions. These employees had experience or were currently working in areas concerned with child care issues. The steering committee helped define the survey objectives, prepare the survey questionnaires and review the data analysis.

The survey was primarily concerned with Alaska State employees in the 16 principal State departments who were currently using child care services. A limited survey of State employees who did not use child care services was included in order to insure that the opinions of all segments of the State employment pool were represented in the study. A follow-up contact with 2% of the survey sample was also included as a quality control mechanism. This component was designed to insure that child care concerns of employees which may not have been included in the questionnaire, were not excluded from the study.

Survey Questions

To focus the survey and provide direction in the interpretation of the results, a number of specific survey questions were posed.

Survey Question One: What is the profile of the typical survey respondent in Juneau and Anchorage?

This survey question was intended to provide a basic description of the principal object of the survey: State employees in both Juneau and Anchorage who are currently using child care services while at their State job.

Survey Question Two: What are the child care needs of those subpopulations of State employees who are single parents and those whose child care needs are not being met?

This survey question addressed the two subpopulations of State employees who are considered to have the highest need for alternatives to their present child care arrangements. Employees in these two groups would be most likely to use child care benefits.

Survey Question Three: What is the approximate cost to the State of Alaska for time lost by employees who miss work as a result of child care concerns?

In decision-making or policy planning, the cost-benefit factor is important especially when senior management and legislators are involved. This research question was included to provide information regarding the current cost (in terms of employees salaries) to the State of Alaska when employees miss work as a result of child care concerns.

Survey Question Four: What is the level of satisfaction and the associated costs with regard to licensed versus unlicensed child care?

Currently there are many unlicensed child care providers in Juneau and Anchorage. Preliminary information suggested that a considerable number of State employees may use unlicensed child care. Presently, individuals who receive child care assistance from public agencies, such as the Borough of Juneau or the Alaska Department of Health and Social Services, must use child care which is licensed. Survey question Four was designed to provide baseline data on the frequency of use of unlicensed child care, its associated costs and the relative degree of satisfaction which users of unlicensed child care obtain.

Survey Question Five: What factors distinguish State employees who are satisfied with their child care from those who are not?

Surveys of the child care needs of employees throughout the

United States have been conducted in the past which led to employer-sponsored child care services. However, in some cases, employees did not bring their children to the employer-supported child care facility in sufficient numbers to justify the child care center's existence in spite of surveys which indicated a need for such services. The problem appeared to be that when surveyed as to their wants, employees often express a desire for a child care service even if they don't need one because the service is perceived as free. When something is offered which appears to be free, the tendency is to indicate that it is wanted even if it is not needed because of the appearance of "something for nothing." Survey Question Five is designed to provide information regarding factors which distinguish between State employees having a high probability of using employer-supported child care services, should they be offered, and employees whose child care needs are currently being met.

SECTION II

Method

Section II contains a description of the method employed to conduct the Alaska State Employee Child Care Survey. Separate subsections describe the design of the survey, the survey sample, data collection and data analysis.

Design of the Survey

The methodology in the child care study was a quasi-needs assessment, employing written questionnaires. The study was conducted in three phases and included a follow-up contact with 2 percent of the survey sample to insure quality control. The survey was conducted sequentially in three phases; Juneau was surveyed first and Anchorage second in Phase I, followed by the survey of non-child care users in Phase II and in Phase III, the follow-up. The survey was designed to collect three types of data from State employees: 1) demographic statistics; 2) information about employees' children and 3) attitudes regarding child care services.

Survey Sample

Two separate surveys were administered to State employees living in the boroughs of Juneau and Anchorage. The first and principal survey was of State employees in both communities who were current users of child care services (hereafter referred to as the "Users Survey") and included those who:

1. had children 12 years of age or younger or handicapped children of any age and;

2. currently used child care or babysitting services while working at their State job.

The second survey assessed respondents who were not using child care services (hereafter referred to as the "Non-Users Survey"). The State employees included in the Non Users Survey were those who:

1. did not have children; or

2. those whose children were over 12 years of age (and presumably did not require child care services).

The Users Survey included all State employees as described above, and was distributed to the State departments in Juneau and Anchorage listed in Table 1.

Each State department received a number of questionnaires equal to approximately 30% of the number of employees working in that department in both Juneau and Anchorage. The estimates of the total number of employees for each department in Juneau and Anchorage were obtained from the respective Personnel Departments. The 30% figure was an estimate of the probable percentage of employees in a given department who were using child care services and was based on a preliminary survey of the South East Regional Resource Center staff.

The Non Users Survey included 500 State employees divided evenly between Juneau and Anchorage in the following State departments:

Juneau

Administration
Education
Health and Social Services
Transportation and Public Facilities

Anchorage

Commerce and Economic Development

Fish and Game
Natural Resources
Public Safety

Table 1.

State Departments Included in the Alaska State Employees Child Care Survey and Estimated Numbers in Juneau and Anchorage

Alaska State Department	Estimated Number of Employees	
	Juneau	Anchorage
Office of the Governor	200	50
Administration	455	371
Commerce and Economic Development	152	127
Community and Regional Affairs	60	89
Education	363	109
Environmental Conservation	99	45
Fish and Game	297	384
Health and Social Services	345	500
Labor	288	180
Law	125	125
Military Affairs	12	6
Corrections	95	200
Natural Resources	70	515
Public Safety	150	350
Revenue	287	176
Transportation and Public Facilities	512	600
Total	4165	3827

The departments were selected in such a manner that the likelihood of including a wide range of employees in various occupations and at different salary schedules was high.

Data Collection

Data was collected in the Alaska State Employee Child Care Survey by the use of written questionnaires. The personnel departments within each State department disseminated the questionnaires through regular administrative channels to supervisors in the various divi-

sions and offices. The questionnaires were then distributed to the appropriate employees by the supervisors or another designated individual.

The Questionnaires: Three questionnaires were developed to collect data, one each for Juneau and Anchorage Surveys (Exhibits 1 and 2 on the following pages) and one for the Non Users Survey.

Users Group Questionnaire

The 24-item questionnaires developed for the Users Surveys were identical except for two items which concerned place of employment (item #10) and the location of the respondents' child care service (item #13). For these two questions, Juneau and Anchorage were divided into logical areas and respondents were asked to indicate within which area they worked and obtained their child care.

The demographic information sought on the Users Group questionnaires was sex, marital status, number of children, salary range, age, shift worked, presence of handicapped children, job status, place of employment and whether Day Care Assistance was received.

The child information solicited was location of child care services, and, type, amount and cost of child care services.

Attitudinal information requested pertained to:

1. Whether the child care arrangements were meeting the needs of the respondent and his or her child (children).
2. The reasons the respondent chose a particular type of child care.
3. The shortcomings the employee perceives in the child care services currently used.
4. The preferences for child care benefits that an employer could offer.

The final attitudinal question regarding the possible benefits

Exhibit 1: Juneau Users Questionnaire

1. **What is your sex?** Male ☐ Female ☐

2. **Are you a single parent?** Yes ☐ No ☐

3. **How many children live in your household?** 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 or more ☐

4. **What is your salary range?** Range 9 or below ☐ Range 10 to 12 ☐ Range 13 to 15 ☐ Range 16 to 18 ☐ Range 19 to 22 ☐ Range 22 or above ☐

5. **What is your age?** 18 to 25 ☐ 26 to 35 ☐ 36 to 45 ☐ 46 to 55 ☐ 56 to 65 ☐

6. **Do you work a night shift as a state employee?** Yes ☐ No ☐

7. **Do you have handicapped children who require special care?** Yes ☐ No ☐

8. **What is your job status?** Full time ☐ Part time ☐ Temporary or Seasonal ☐

9. **What is your estimated family income?** Below $10,000 ☐ $10,000 to $19,999 ☐ $20,000 to $29,999 ☐ $30,000 to $39,999 ☐ Above $40,000 ☐

10. **Where is your place of employment?** Downtown Juneau/Thane Road ☐ Douglas Island ☐ Aurora Harbor to Lemon Creek Area ☐ Airport/Mendenhall Valley Area ☐ Auke Bay and beyond ☐

11. **Do you receive any Day Care Assistance funding?** Yes ☐ No ☐

12. **What are the ages of your children under 12?**

Child #1	Child #2	Child #3	Child #4
0 to 2 years ☐	0 to 2 years ☐	0 to 2 years ☐	0 to 2 years ☐
3 to 5 years ☐	3 to 5 years ☐	3 to 5 years ☐	3 to 5 years ☐
6 to 8 years ☐	6 to 8 years ☐	6 to 8 years ☐	6 to 8 years ☐
9 to 12 years ☐	9 to 12 years ☐	9 to 12 years ☐	9 to 12 years ☐

	Child #1	Child #2	Child #3	Child #4
13. **Where do your children receive child care?**				
Downtown Juneau/Thane Road	☐	☐	☐	☐
Douglas Island	☐	☐	☐	☐
Aurora Harbor to Lemon Creek Area	☐	☐	☐	☐
Airport/Mendenhall Valley Area	☐	☐	☐	☐
Auke Bay and beyond	☐	☐	☐	☐
14. **Which of the following types of child care do you use?**				
Care in my home	☐	☐	☐	☐
Child care center	☐	☐	☐	☐
Family child care home	☐	☐	☐	☐
Child cares for self	☐	☐	☐	☐
After/before school program	☐	☐	☐	☐
Care in someone else's home	☐	☐	☐	☐
15. **What is the total amount you pay per month for child care?**				
free	☐	☐	☐	☐
under $100 per month	☐	☐	☐	☐
$101 to $200 per month	☐	☐	☐	☐
$201 to $300 per month	☐	☐	☐	☐
$301 to $400 per month	☐	☐	☐	☐
$401 to $500 per month	☐	☐	☐	☐
$501 to $600 per month	☐	☐	☐	☐
Above $600 per month	☐	☐	☐	☐

	Child #1	Child #2	Child #3	Child #4
16. Is your child care licensed?				
Yes	☐	☐	☐	☐
No	☐	☐	☐	☐
Don't know	☐	☐	☐	☐
17. How many hours of child care services per week do you use?				
1 to 9	☐	☐	☐	☐
10 to 19	☐	☐	☐	☐
20 to 29	☐	☐	☐	☐
30 to 40	☐	☐	☐	☐
More than 40	☐	☐	☐	☐
18. Is your current child care situation meeting your child's needs?				
yes	☐	☐	☐	☐
no	☐	☐	☐	☐
19. Is your current child care situation meeting your needs?				
yes	☐	☐	☐	☐
no	☐	☐	☐	☐

20. On the average, to what extent do child care concerns cause you to miss work (not including illness)?

I miss no work as a result of child care concerns ☐
I miss less than one hour per month ☐
I miss between 1 and 4 hours of work per month ☐
I miss between 4 and 8 hours of work per month ☐
I miss over 8 hours per month ☐

21. There are several reasons for choosing a particular type of child care. Please mark the one most important to you with the numeral "1". Then mark the second most important reason with the numeral "2" and likewise for choice #3 (mark 3 items only).

Reputation ☐
Convenience or location ☐
Religious affiliation ☐
Cost ☐
Recommended by a friend ☐
Child care philosophy ☐
Child to care-giver ratio ☐
Space and/or equipment ☐
Availability ☐

22. The following is a list of some of the shortcomings of child care services expressed by working parents. Please indicate what is or has been the biggest shortcoming of the child care services you have obtained in Juneau: Mark that item with the numeral "1." Then, mark your second and third choices with the numerals "2" and "3" (mark 3 items only).

Children watch too much TV ☐
Children's eating and sleeping schedules are disrupted ☐
Nutrition is inadequate ☐
Inadequate play facilities ☐
No or inadequate learning activities ☐
Too crowded ☐
Overpriced ☐
Inconvenient location ☐
Other ☐
No shortcomings ☐

23. The following is a list of child care benefits an employer could offer. Please mark with the numeral "1" your most preferred choice. Then, mark your second and third most preferred choices with the numerals "2" and "3" (mark 3 items only).

Flextime ☐
Parenting classes during non-work hours ☐
More flexible leave time ☐
Child care referral service ☐
Off-site child care center ☐
On-site child care center ☐
Child Care Option in the Supplemental Benefits Package ☐
Longer maternity leave ☐
Other ☐
No options preferred ☐

24. Would you allow a member of the survey team to interview you personally for the purpose of gaining further information about your child care needs?

Yes ☐
No ☐

If you answered yes, would you please give your name and a phone number where you can be reached during work hours.

Name (please print) _____

Work phone number _____

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Exhibit 2: Anchorage Users Questionnaire (continued)

	Child #1	Child #2	Child #3	Child #4
16. Is your child care licensed?				
Yes	☐	☐	☐	☐
No	☐	☐	☐	☐
Don't know	☐	☐	☐	☐
17. How many hours of child care services per week do you use?				
1 to 9	☐	☐	☐	☐
10 to 19	☐	☐	☐	☐
20 to 29	☐	☐	☐	☐
30 to 40	☐	☐	☐	☐
More than 40	☐	☐	☐	☐
18. Is your current child care situation meeting your child's needs?				
yes	☐	☐	☐	☐
no	☐	☐	☐	☐
19. Is your current child care situation meeting your needs?				
yes	☐	☐	☐	☐
no	☐	☐	☐	☐

20. On the average, to what extent do child care concerns cause you to miss work (not including illness)?

I miss no work as a result of child care concerns ☐
I miss less than one hour per month ☐
I miss between 1 and 4 hours of work per month ☐
I miss between 4 and 8 hours of work per month ☐
I miss over 8 hours per month ☐

21. There are several reasons for choosing a particular type of child care. Please mark the one most important to you with the numeral "1". Then mark the second most important reason with the numeral "2" and likewise for choice #3 (mark 3 items only).

Reputation ☐
Convenience or location ☐
Religious affiliation ☐
Cost ☐
Recommended by a friend ☐
Child care philosophy ☐
Child to care-giver ratio ☐
Space and/or equipment ☐
Availability ☐

22. The following is a list of some of the shortcomings of child care services expressed by working parents. Please indicate what is or has been the biggest shortcoming of the child care services you have obtained in Juneau: Mark that item with the numeral "1." Then, mark your second and third choices with the numerals "2" and "3" (mark 3 items only).

Children watch too much TV ☐
Children's eating and sleeping schedules are disrupted ☐
Nutrition is inadequate ☐
Inadequate play facilities ☐
No or inadequate learning activities ☐
Too crowded ☐
Overpriced ☐
Inconvenient location ☐
Other ☐
No shortcomings ☐

23. The following is a list of child care benefits an employer could offer. Please mark with the numeral "1" your most preferred choice. Then, mark your second and third most preferred choices with the numerals "2" and "3" (mark 3 items only).

Flextime ☐
Parenting classes during non-work hours ☐
More flexible leave time ☐
Child care referral service ☐
Off-site child care center ☐
On-site child care center ☐
Child Care Option in the Supplemental Benefits Package ☐
Longer maternity leave ☐
Other ☐
No options preferred ☐

24. Would you allow a member of the survey team to interview you personally for the purpose of gaining further information about your child care needs?

Yes ☐
No ☐

If you answered yes, would you please give your name and a phone number where you can be reached during work hours.

Name (please print) _____

Work phone number _____

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that an employer could offer was composed of the following options:

Flextime - A schedule arrangement whereby an employee's work day may begin and end at other than the typical 8 AM to 4:30 PM regardless of the schedule of other employees in the same office.

Parenting classes during non-work hours - Employer-sponsored or subsidized training in parenting skills and child development.

More flexible leave time - A change in the existing regulations regarding leave time to allow parents to attend to child care concerns using accumulated leave time.

Child care referral service - An employer-sponsored or subsidized service which maintains a listing of available child care services and refers needy parents to them.

Off-site child care center - A child care center not located at the job site and operated privately but supported by the employer.
On-site child care center - A child care center operated and subsidized by the employer at the job site.

Child Care Option in the Supplemental Benefits Plan - Benefits offered as one part of a "benefits menu". Employees choose those benefits they desire - those not having child care needs select other options (eg. more life insurance or medical coverage).

Longer maternity leave - An increase in the amount of time following the birth of a baby that a mother may take off before having to return to her State job.

Other - The respondent had other preferred child care options which were noted separately.

No options preferred - A choice included for those respondents who may have preferred no or only one or two other child care options.

The Users Survey questionnaires were distributed to employees in the 16 State departments through their respective Personnel Departments. A cover letter and stamped self-returned envelope was attached to each questionnaire. The personnel departments disseminated the questionnaires to supervisors in the various divisions and offices within each State department who in turn, distributed them to their employees.

The exceptions to this procedure were for the Anchorage Depart-

ments of Corrections, Health and Social Services, Public Safety, and Natural Resources, all in Anchorage. The questionnaires to these departments were hand delivered rather than disseminated through normal administrative channels for reasons of expediency.

Non Users Group Questionnaire

The seven-item Non Users questionnaire (Exhibit 3 on following page) included items regarding the sex, number of children over age 12, salary range, marital status, age and whether or not the respondent was a supervisor. The last item on the questionnaire was identical to the "child care options an employer could offer" question included in the Juneau and Anchorage Users questionnaire (and described above) except for the addition of the item "Employer should not offer child care benefits." Also included was a "comments" section. The same questionnaire was used for the Non Users Survey in both Juneau and Anchorage.

The Non Users Survey was disseminated through the personnel departments in Juneau, and by mail in Anchorage. A stamped and self-addressed envelope was attached to each questionnaire as well as a cover letter with instructions.

Data Analysis

Data management for the Survey was obtained by means of a Telofacts 2 (Dilithium Press) computer program. Percentages of responses to the various questionnaire items were computed and rounded to the nearest whole figure. The data analysis consisted of comparisons between Juneau and Anchorage using the data from all respondents in the Users Survey (this category of respondents will be referred to as

Exhibit 3: Non Users Questionnaire

CHILD CARE SURVEY OF ALASKA STATE EMPLOYEES

1. What is your sex?
   - Male___
   - Female___

2. How many children over the age of 12 years do you have?
   - 0___
   - 1___
   - 2___
   - 3___
   - 4 or more___

3. What is your salary range?
   - Range 9 or below___
   - Range 10 to 12___
   - Range 13 to 15___
   - Range 16 to 18___
   - Range 19 to 22___
   - Range 22 or above___

4. What is your marital status?
   - Married___
   - Not Married___

5. What is your age?
   - 18 to 25___
   - 26 to 35___
   - 36 to 45___
   - 46 to 55___
   - 55 to 65___

6. Are you a supervisor?
   - Yes___
   - No___

7. The following is a list of child care benefits an employer could offer. Please mark with the numeral "1" your most preferred choice. Then, mark your second and third most preferred preferred choice with the numerals "2" and "3" (mark 3 items only).
   - Flextime___
   - Parenting classes during non-work hours___
   - More flexible leave time___
   - Child care referral service___
   - Off-site child care center___
   - On-site child care center___
   - Child Care Option in the Supplemental Benefits Package___
   - Longer maternity leave___
   - Employers should not offer child care benefits___
   - No Opinion___
   - No options preferred___

Comments_____

"All Respondents"). Additionally, comparisons were made between; 1) single parents (referred to as the "Single Parents" group) and non-single parents in Juneau and Anchorage and; 2) those Juneau and Anchorage respondents whose child care needs were not being met (referred to as the "Parent Needs Not Met" Group) and those whose child care needs were being met.

The primary form of data presentation was percentage of responses to the various question alternatives. In selected cases, graphic presentations of the data were made.

Weights were calculated for those Users questionnaire items dealing with reasons for choosing a particular type of child care (question #21), perceived shortcomings of child care services (item #22) and child care benefits an employer could offer (item #23). Responses were given weights of three, two and one for choices #1, #2 and #3, respectively. This same weighting procedure was also used for item #7 on the Non Users questionnaire. All percentages were calculated using these weighted responses.

In order to make the results of item #23 ("benefits an employer could offer") on the Users Survey comparable to item #7 in the Non Users questionnaire (also dealing with possible benefits an employer could offer) the response option "employers should not offer child care benefits" on the Non Users questionnaire was combined with the "no options preferred" choice. Thus the item dealing with possible benefits an employer could offer had the same number of answer options in the Users and Non Users Survey questionnaires.

A final type of data analysis was the computation of an estimate of the cost to the State of Alaska for employee time lost as a result of child care concerns. The procedure was to use the salary range

data from the Users questionnaire (item #4) and the responses to the item concerning amount of time lost per month as a result of child care concerns (#20) to calculate an annual total cost figure.

Median values from the salary range item were converted to hourly rates using Step D of the General Government Unit salary schedule negotiated with the State of Alaska by the Alaska Public Employees Association and which is effective until June 15, 1985. These hourly rates were then multiplied by the median values from the time lost item, summed to obtain a monthly cost for Juneau and Anchorage and then converted to annual figures.

To adjust these annual figures to represent all Juneau and Anchorage child care users (instead of only those who returned questionnaires), each annual figure was divided by the respective questionnaire return rates. The sum of these adjusted annual figures represented the total cost to the State of Alaska for employee time lost as a result of child care concerns.

SECTION III

Results

Section III contains the results of the Child Care Survey presented in five subsections. Data is presented separately for the Juneau and Anchorage Users Surveys while the data from the Non-users Survey for both boroughs is presented in a separate subsection. One subsection is devoted to the results of the follow-up, while the last contains the estimate of the cost to the State of Alaska for employee time lost as a result of child care concerns.

The Juneau Users Survey

The Juneau Users survey was concluded on October 19, 1984. A total of 1,100 questionnaires were delivered to the 16 Alaska State departments included in the study and returned questionnaires totalled 459 for a response rate of 42%. Tables 2, 3 and 4 present the demographic, child and attitudinal information for three categories of employees in the Juneau Users Group while Figure 1 shows graphically the choices for preferred child care benefits an employer could offer. The three categories of employees are "All Respondents", "Single Parents" and "Parent Needs Not Met".

All Respondents: An analysis of the Juneau Users results reveals a profile of the typical or "average" respondent. The typical employee is a married, female employee, age 26 to 35, who works full-time on day shift. The typical respondent is found at all salary ranges, has a family income greater than $40,000 per year and works

Table 2.

Percentage of Responses to Demographic Questions in the Juneau Users Survey: "All Respondents", "Single Parents" and "Parent Needs Not Met" Groups

Questionnaire Item	Percent of Responses		
	All Respondents n=459	Single Parents n=75	Parent Needs Not Met n=110
Sex			
Males	38	16	40
Females	62	84	60
Marital Status			
Single	19	100	23
Not Single	81	0	77
Number Of Children			
1	44	56	51
2	40	33	34
3	10	7	6
4	5	4	8
5 or More	1	0	1
Salary Range			
Range 9 or Below	18	36	17
Range 10 to 12	26	24	29
Range 13 to 15	13	13	18
Range 16 to 18	22	15	21
Range 19 to 22	14	8	14
Range 22 or Above	7	4	0
Age			
18 to 25	13	24	17
26 to 35	56	50	55
36 to 45	28	27	23
46 to 55	3	4	5
56 to 65	0	0	0
Work Schedule			
Night Shift	2	0	3
Day Shift	98	100	97

* Because of rounding errors, percents may not sum to 100. Also, since all items were not answered, "n"s for each specific item vary.

Table 2. (continued)

Percentage of Responses to Demographic Questions in the Juneau Users Survey: "All Respondents", "Single Parents" and "Parent Needs Not Met" Groups

Questionnaire Item	Percent of Responses		
	All Respondents n=459	Single Parents n=75	Parent Needs Not Met n=110
Handicapped Children			
Yes	3	4	2
No	97	96	98
Job Status			
Full-Time	95	96	97
Part-Time	3	0	2
Temporary or Seasonal	2	4	1
Annual Family Income			
Below $10,000	1	3	1
$10,000 to $19,999	10	36	13
$20,000 to $29,999	14	34	12
$30,000 to $39,999	19	10	24
Above $40,000	56	17	51
Place of Employment			
Downtown Juneau/Thane Rd.	75	89	80
Douglas Island	6	4	5
Aurora Harbor/Lemon Creek	15	7	14
Airport/Mendenhall Valley	3	0	1
Auke Bay and Beyond	1	0	0
Receive Day Care Assistance			
Yes	9	41	8
No	91	59	92
Amount of Work Missed Due To Child Care Concerns?			
I Miss No Work	39	40	20
Less Than 1 Hour Per Month	24	22	28
1 to 4 Hours Per Month	23	21	37
4 to 8 Hours Per Month	11	11	10
Over 8 Hours Per Month	3	6	5

* Because of rounding errors, percents may not sum to 100. Also, since all items were not answered, "n"s for each specific item vary.

Table 3.

Percentage of Responses to Questions Regarding Employee's Children in Juneau Users Survey: "All Respondents", "Single Parents" and "Parent Needs Not Met" Groups

Questionnaire Item	Percent of Responses											
	All Respondents				Single Parents				Parent Needs Not Met			
	Child #1 n=384	Child #2 n=184	Child #3 n=38	Child #4 n=17	Child #1 n=130	Child #2 n=129	Child #3 n=34	Child #4 n=16	Child #1 n=55	Child #2 n=37	Child #3 n=7	Child #4 n=9
Age of Children?												
0 to 2 years	33	26	16	29	28	10	0	0	32	22	20	38
3 to 5 years	28	30	24	12	34	37	0	0	26	27	30	13
6 to 8 years	23	21	24	12	26	20	20	0	16	22	20	13
9 to 12 years	16	23	37	47	12	33	80	100	27	29	30	38
Where Do Children Receive Child Care?												
Downtown Juneau	17	14	7	0	32	38	0	0	20	24	11	0
Douglas Island	9	15	13	67	4	13	0	0	8	14	33	83
Aurora Hbr./Lemon Cr.	16	13	13	0	26	17	50	0	20	11	11	0
Airpt./Mendenhl Valley	52	55	60	25	35	33	50	0	48	49	44	17
Auke Bay & Beyond	6	3	7	8	3	0	0	0	4	3	0	0
Types of Child Care Used												
Care In My Home	14	17	27	26	8	14	20	25	18	21	27	27
Child Care Center	14	14	10	4	32	25	0	0	12	12	9	9
Family Child Care Home	14	12	7	11	16	18	0	25	12	9	18	9
Child Cares For Self	9	13	17	26	9	18	60	0	12	12	9	36
After/Before Sch. Prgm	10	8	20	19	15	7	20	50	4	7	9	9
Care in Other's Home	46	36	19	14	21	18	0	0	43	40	28	19

* Because of rounding errors, percents may not sum to 100. Also, since all items were not answered, "n"s for each specific item vary.

Table 3. (continued)

Percentage of Responses to Questions Regarding Employee's Children in Juneau Users Survey: "All Respondents", "Single Parents" and "Parent Needs Not Met" Groups

Questionnaire Item	Percent of Responses											
	All Respondents				Single Parents				Parent Needs Not Met			
	Child #1 n=384	Child #2 n=184	Child #3 n=38	Child #4 n=17	Child #1 n=130	Child #2 n=129	Child #3 n=34	Child #4 n=16	Child #1 n=55	Child #2 n=37	Child #3 n=7	Child #4 n=9
Monthly Care Cost?												
Free	10	11	14	14	9	11	0	0	13	15	38	25
Under $100	12	18	21	14	16	26	0	0	15	21	0	0
$101 to $200	23	21	21	14	30	21	0	0	15	24	38	25
$201 to $300	19	21	18	30	12	11	0	0	22	15	12	25
$301 to $400	26	21	14	14	21	16	0	0	28	18	12	25
$401 to $500	5	0	0	0	6	0	0	0	3	3	0	0
$501 to $600	2	4	4	14	2	5	0	100	2	3	0	0
Over $600	3	4	7	0	5	11	100	0	1	0	0	0
Child Care Licensed?												
Yes	43	43	28	33	73	59	0	0	33	33	17	33
No	50	51	72	33	23	36	100	0	46	60	83	33
Don't Know	7	6	0	34	4	5	0	0	5	7	0	33

* Because of rounding errors, percents may not sum to 100. Also, since all items were not answered, "n"s for each specific item vary.

Table 3. (continued)

Percentage of Responses to Questions Regarding Employee's Children in Juneau Users Survey: "All Respondents", "Single Parents" and "Parent Needs Not Met" Groups

Questionnaire Item	Percent of Responses											
	All Respondents				Single Parents				Parent Needs Not Met			
	Child #1 n=384	Child #2 n=184	Child #3 n=38	Child #4 n=17	Child #1 n=130	Child #2 n=129	Child #3 n=34	Child #4 n=16	Child #1 n=55	Child #2 n=37	Child #3 n=7	Child #4 n=9
Hours Per Week of Child Care Used?												
1 to 9	14	17	28	56	13	19	0	0	11	23	33	50
10 to 19	20	15	12	22	17	14	0	0	20	10	17	33
20 to 29	10	16	0	0	9	10	0	0	11	16	0	0
30 to 40	37	35	28	11	48	38	0	0	38	39	17	17
More than 40	19	18	32	11	14	19	0	0	20	13	33	0
Is Child Care Situation Meeting Child's Need?												
Yes	81	82	83	69	79	79	100	0	43	41	57	56
No	19	18	17	31	21	21	0	0	57	59	43	44
Is Child Care Situation Meeting Parent's Needs?												
Yes	77	75	81	50	68	73	100	0	0	0	0	0
No	23	25	19	50	32	27	0	0	100	100	100	100

* Because of rounding errors, percents may not sum to 100. Also, since all items were not answered, "n"s for each specific item vary.

Table 4.

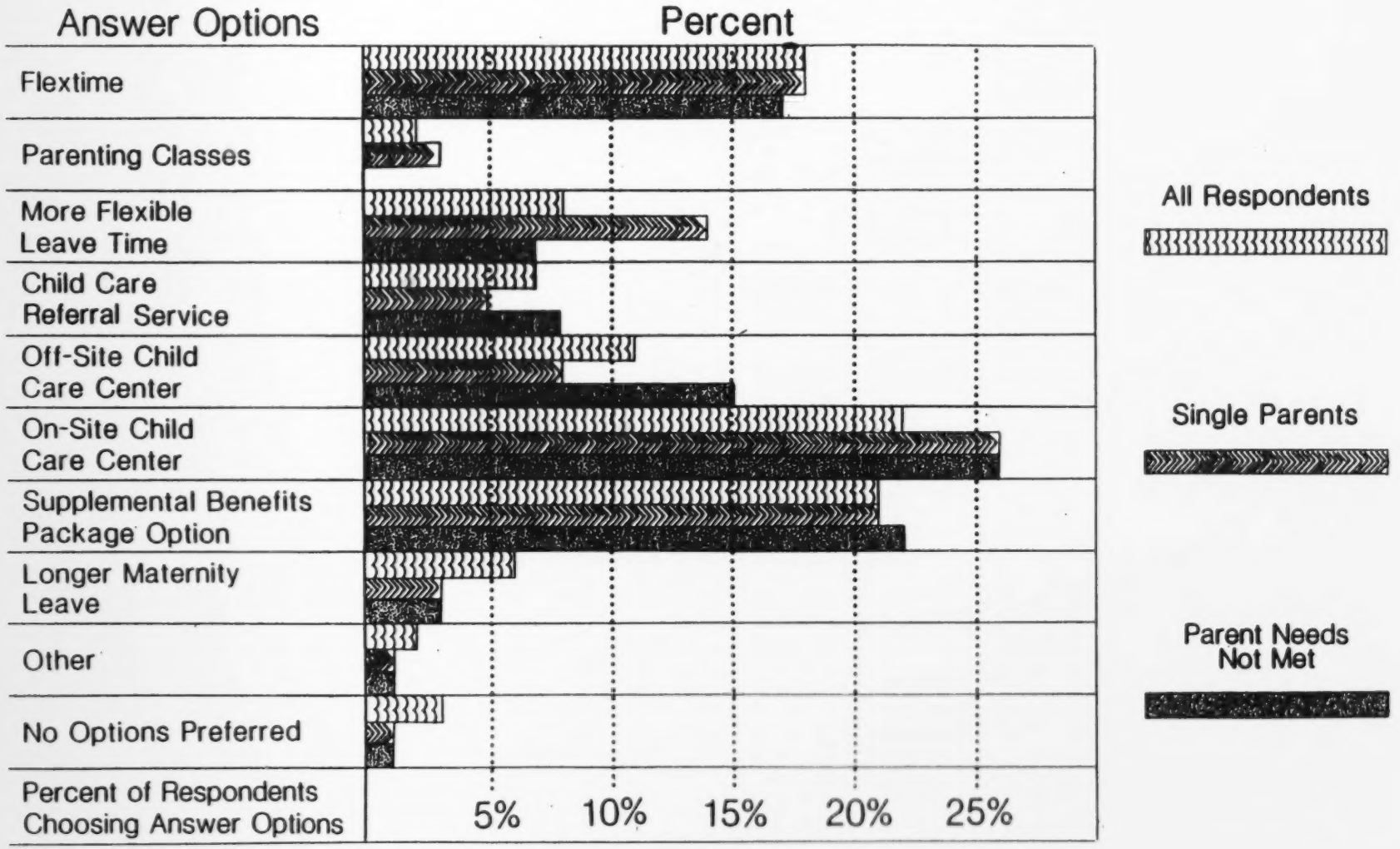
Percentages Of Responses to Attitudinal Questions in Juneau Users Survey: "All Respondents" and "Single Parents" and "Parent Needs Not Met" Groups

Questionnaire Item	Percent of Responses		
	All Respondents n=459	Single Parents n=75	Parent Needs Not Met n=110
Reasons for Choosing a Particular Type of Child Care?			
Reputation	23	16	26
Convenience or Location	18	23	19
Religious Affiliation	2	1	1
Cost	9	11	13
Recommended By Friend	3	2	3
Child Care Philosophy	24	19	21
Child to Care-Giver Ratio	13	15	12
Space and/or Equipment	2	4	1
Availability	6	9	6
Shortcomings of Child Care Services in Juneau?			
Children Watch Too Much TV	10	5	13
Eating/Sleeping Schedules Disrupted	6	4	6
Inadequate Nutrition	2	5	3
Inadequate Play Facilities	9	3	9
Inadequate Learning Activit	19	11	20
Too Crowded	17	17	12
Overpriced	18	24	21
Inconvenient Location	6	11	7
Other	6	9	7
No Shortcomings	7	12	2
Choices of Possible Child Care Benefits An Employer Could Offer?			
Flextime	18	18	17
Parenting Classes	2	3	0
More Flexible Leave Time	8	14	7
Child Care Referral Service	7	5	8
Off-Site Child Care Center	11	8	15
On-Site Child Care Center	22	26	26
Supplemental Benefits Package Option	21	21	22
Longer Maternity Leave	6	3	3
Other	2	1	1
No Options Preferred	3	1	1

* Because of rounding errors, percents may not sum to 100. Also, since all items were not answered, "n"s for each specific item vary.

Figure 1:

Graph of Percentage of Responses in Juneau Survey to Question Regarding Child Care Benefits an Employer Could Offer: "All Respondents", "Single Parents" and "Parent Needs Not Met" Groups.



in downtown Juneau.

The typical respondent tends not to have handicapped children or to receive day care assistance funding, but does tend to have one or two children under 5 years of age. The children of the typical survey respondent receive day care in someone else's home in the Airport/Mendenhall Valley areas at a cost ranging from $101 to $400 per month. Such child care, used for 30 to 40 hours per week, is unlicensed slightly more than 50% of the time. The child care is generally perceived to be meeting the child's needs and to a lesser extent, the needs of the parent. About 60% of the typical respondents missed no or less than one hour of work per month as a result of child care concerns not due to illness.

The first, second and third reasons for choosing a particular child care service were, "child care philosophy" (24%), "reputation" (23%) and "convenience or location" (18%), respectively. Opinions regarding perceived shortcomings of child care services indicate that the typical respondent is most dissatisfied with the absence or shortage of learning activities (19%), and, to a slightly lesser extent, the high cost (18%). The third most highly rated criticism is that the child care is "too crowded" (17%). Regarding the most preferred type of child care benefit an employer could offer, opinions favor, in descending order of importance, "on-site child care center" (22%), "child care option in the Supplemental Benefits Plan" (21%) and "flextime" (18%).

Single Parents The data from the Juneau Users survey gives the following characterization of the typical single parent, 75 (19% of the total) of whom responded to the survey.

The typical Juneau single parent State employee, is female and

approximately 90% have three or fewer children. Over half of these typical single parents are employed in salary range 12 or below, are full-time day shift employees between the ages of 26 and 35, and earn less than $30,000 per year.

The typical single parent lives in downtown Juneau but obtains his or her child care services in someone else's home or a child care center located either in downtown Juneau, the Lemon Creek or Mendenhall Valley/airport area. About 40% of these parents receive day care assistance to pay for licensed child care services which most often costs $200 or less per month (although $301 to $400 per month is frequently paid) for 30 to 40 hours of service per week. Three-fourths of these parents feel that their children's needs are being met by their current child care situation, yet 32% of the respondents stated that their own needs are not being met by their current child care arrangements. One third of these single parents miss 4 hours of work or less, although 40% report they miss no work.

The three reasons Juneau single parents give for choosing a particular child care service, in order of importance are: "convenience or location" (23%), "child care philosophy" (19%) and the "reputation" of the caregiver (16%). Opinions regarding the perceived shortcomings of child care service in Juneau are: 1) "overpriced" (24%); 2) "too crowded" (17%) and 3) "no shortcomings" (12%), in that order.

Preferences for child care options an employer could offer, in descending order of importance are 1) "on-site child care center" (26%); 2) "child care option in the Supplemental Benefits Plan" (21%) and 3) "flextime" (18%).

Juneau Parent Needs Not Met: In the Juneau Users survey, the final group of State employees to be considered is the 110 respondents who indicated that neither their needs nor the needs of their children are being met by their current child care situation. Of this group, only 25 (or 23%) are not married and fall in the Juneau Single Parents category. An analysis of the data from the "Parents Needs Not Met" group gives the following profile:

The "Parent Needs Not Met" respondent is typically a married female with two or fewer children in salary range 12 or below. Over half of these survey respondents are between the ages of 26 to 35 and work a full-time day shift job. They have virtually no handicapped children and over half of them earn over $40,000 per year. These employees work in downtown Juneau and receive their child care service in the Airport/Mendenhall Valley area. The ages of the children of these respondents are found in all age groups between 0 to 12 years of age. Slightly less than half of these respondents use child care in someone else's home and 90% of them pay $400 per month or less for thirty to forty hours of child care service per week. Approximately one third of these respondents report that they miss between one and four hours of work per month.

When asked for the reasons for choosing a particular kind of child care these respondents indicate, in descending order of importance: "reputation" (26%), "child care philosophy" (21%), and "convenience or location" (19%). Shortcomings in child care services in order of importance are: 1) "overpriced" (21%); 2) "inadequate learning activities" (20%); and 3) "too crowded" (20%).

Preferences for benefits an employer could offer were: "on-site child care center" (26%); "Option in the Supplemental Benefits Plan"

(22%); and "flextime" (17%).

The level of satisfaction with regard to licensed as opposed to unlicensed day care was also investigated. When those Juneau employees whose child care needs are being met are asked if their day care is licensed or unlicensed (for all children), 45% say "yes", while 47% say "no" (8% respond "don't know"). When those parents whose child care needs were not being met are asked about the licensure status of their child care, 39% say "yes", while 55% say "no" (6% respond "don't know"). These results indicate that respondents whose child care needs are not being met, tend to use unlicensed child care more often.

Juneau single parents who indicate that their child care is licensed number 50. When asked if their needs are being met, 71% say "yes" while 29% say "no". Only 16 out of 75 single parents in Juneau indicate that they use unlicensed child care. When asked if this unlicensed child care meets their needs 56% say "yes", while 43% say "no". These results suggest that single parents' needs are more often satisfied by licensed as opposed to unlicensed child care.

Anchorage Users Survey

The Anchorage Users Survey was concluded on December 14, 1984. returned questionnaires totalled 512 out of a total of 1100 disseminated for a response rate of 46%. The results of the Anchorage Users Survey are presented in tabular and graphic form on the following pages for three groups: All Respondents, Single Parents and Parent Needs Not Met. Table 5 presents demographic information while Tables 6 and 7 present child and attitudinal data.

A review of the Anchorage Users Survey data yields the following

Table 5.

Percentage of Responses to Demographic Questions in the Anchorage Users Survey: "All Respondents", "Single Parents" and "Parent Needs Not Met" Groups

Questionnaire Item	Percent of Responses*		
	All Respondents n=512	Single Parents n=124	Parent Needs Not Met n=103
Sex			
Males	30	19	32
Females	70	81	68
Marital Status			
Single	18	100	22
Not Single	82	0	78
Number Of Children			
1	52	65	51
2	35	29	38
3	11	6	10
4	1	0	0
5 or More	1	0	2
Salary Range			
Range 9 or Below	29	36	33
Range 10 to 12	17	21	21
Range 13 to 15	16	18	15
Range 16 to 18	22	14	18
Range 19 to 22	10	6	12
Range 22 or Above	6	5	1
Age			
18 to 25	7	6	9
26 to 35	68	71	67
36 to 45	24	23	23
46 to 55	1	0	1
56 to 65	0	0	0
Work Schedule			
Night Shift	5	5	5
Day Shift	95	95	95

* Because of rounding errors, percents may not sum to 100. Also, since all items were not answered, "n"s for each specific item vary.

Table 5. (continued)

Percentage of Responses to Demographic Questions in the Anchorage Users Survey: "All Respondents", "Single Parents" and "Parent Needs Not Met" Groups

Questionnaire Item	Percent of Responses*		
	All Respondents n=512	Single Parents n=124	Parent Needs Not Met n=103
Handicapped Children			
Yes	3	3	2
No	97	97	98
Job Status			
Full-Time	92	95	95
Part-Time	4	2	1
Temporary or Seasonal	4	3	4
Annual Family Income			
Below $10,000	1	0	2
$10,000 to $19,999	9	36	12
$20,000 to $29,999	14	34	18
$30,000 to $39,999	17	15	18
Above $40,000	59	15	51
Place of Employment			
Eagle River/Chugiak	2	0	2
Turnagain Arm	1	0	0
Northeast	11	8	16
Northwest	70	76	61
Southwest	12	8	14
Southeast	4	9	7
Receive Day Care Assistance			
Yes	6	24	4
No	94	76	96
Amount of Work Missed Due To Child Care Concerns?			
I Miss No Work	34	32	21
Less Than 1 Hour Per Month	27	36	21
1 to 4 Hours Per Month	29	23	41
4 to 8 Hours Per Month	8	8	10
Over 8 Hours Per Month	3	2	7

* Because of rounding errors, percents may not sum to 100. Also, since all items were not answered, "n"s for each specific item vary.

Table 6.

Percentage of Responses to Questions Regarding Employee's Children in Anchorage Users Survey: "All Respondents", "Single Parents" and "Parent Needs Not Met" Groups

Questionnaire Item	Percent of Responses*											
	All Respondents				Single Parents				Parent Needs Not Met			
	Child #1 n=350	Child #2 n=148	Child #3 n=26	Child #4 n=3	Child #1 n=124	Child #2 n=38	Child #3 n=6	Child #4 n=0	Child #1 n=100	Child #2 n=41	Child #3 n=8	Child #4 n=0
Age of Children?												
0 to 2 years	33	28	35	0	21	5	0	0	31	29	38	0
3 to 5 years	29	30	15	0	27	21	67	0	20	37	0	0
6 to 8 years	23	27	27	0	31	42	0	0	31	24	38	0
9 to 12 years	15	15	23	100	21	32	33	0	18	10	25	0
Where Do Children Receive Child Care?												
Eagle River/Chugiak	13	12	17	0	6	12	0	0	15	9	25	0
Turnagain Arm	2	2	5	0	2	0	0	0	3	0	0	0
Northeast	20	29	17	0	26	29	50	0	19	30	0	0
Northwest	35	33	39	0	42	41	50	0	27	27	25	0
Southwest	13	11	11	0	12	12	0	0	17	12	25	0
Southeast	17	13	11	0	12	6	0	0	18	22	25	0
Types of Child Care Used?												
Care In My Home	9	15	17	100	5	11	33	0	12	22	50	0
Child Care Center	27	20	25	0	33	32	67	0	19	27	50	0
Family Child Care Home	13	9	8	0	8	0	0	0	13	10	0	0
Child Cares For Self	8	9	8	0	9	16	0	0	7	2	0	0
After/Before Sch. Prgm	9	9	8	0	15	11	0	0	9	7	0	0
Care in Other's Home	38	38	34	0	30	32	0	0	37	32	0	0

* Because of rounding errors, percents may not sum to 100. Also, since all items were not answered, "n"s for each specific item vary.

Table 6. (continued)

Percentage of Responses to Questions Regarding Employee's Children in Anchorage Users Survey: "All Respondents", "Single Parents" and "Parent Needs Not Met" Groups

Questionnaire Item	Percent of Responses*											
	All Respondents				Single Parents				Parent Needs Not Met			
	Child #1 n=350	Child #2 n=148	Child #3 n=26	Child #4 n=3	Child #1 n=124	Child #2 n=38	Child #3 n=6	Child #4 n=0	Child #1 n=100	Child #2 n=41	Child #3 n=8	Child #4 n=0
Monthly Care Cost?												
Free	11	15	18	100	15	26	67	0	7	5	17	0
Under $100	13	17	23	0	23	37	33	0	20	28	33	0
$101 to $200	18	17	18	0	22	16	0	0	17	13	17	0
$201 to $300	27	31	27	0	25	16	0	0	28	33	17	0
$301 to $400	22	14	14	0	13	5	0	0	19	18	17	0
$401 to $500	7	3	0	0	2	0	0	0	3	3	0	0
$501 to $600	1	2	0	0	0	0	0	0	0	0	0	0
Over $600	1	1	0	0	0	0	0	0	0	0	0	0
Child Care Licensed?												
Yes	47	42	33	0	60	69	50	0	45	46	50	0
No	46	55	62	100	37	31	50	0	46	49	50	0
Don't Know	7	3	5	0	4	0	0	0	9	5	0	0

* Because of rounding errors, percents may not sum to 100. Also, since all items were not answered, "n"s for each specific item vary.

Table 6. (continued)

Percentage of Responses to Questions Regarding Employee's Children in Anchorage Users Survey: "All Respondents", "Single Parents" and "Parent Needs Not Met" Groups

Questionnaire Item	Percent of Responses*											
	All Respondents				Single Parents				Parent Needs Not Met			
	Child #1 n=350	Child #2 n=148	Child #3 n=26	Child #4 n=3	Child #1 n=124	Child #2 n=38	Child #3 n=6	Child #4 n=0	Child #1 n=100	Child #2 n=41	Child #3 n=8	Child #4 n=0
Hours Per Week of Child Care Used?												
1 to 9	19	22	38	0	14	25	50	0	17	22	60	0
10 to 19	17	25	10	0	25	38	0	0	23	31	20	0
20 to 29	11	10	14	0	9	13	0	0	13	11	0	0
30 to 40	29	22	14	0	21	13	50	0	14	17	0	0
More than 40	29	21	24	0	32	13	0	0	33	19	20	0
Is Child Care Situation Meeting Child's Need?												
Yes	77	76	68	100	75	72	50	0	37	46	40	100
No	23	24	32	0	25	28	50	0	63	54	60	0
Is Child Care Situation Meeting Parent's Needs?												
Yes	72	65	62	0	63	57	50	0	0	0	0	0
No	28	35	39	0	37	44	50	0	100	100	100	100

* Because of rounding errors, percents may not sum to 100. Also, since all items were not answered, "n"s for each specific item vary.

Table 7.

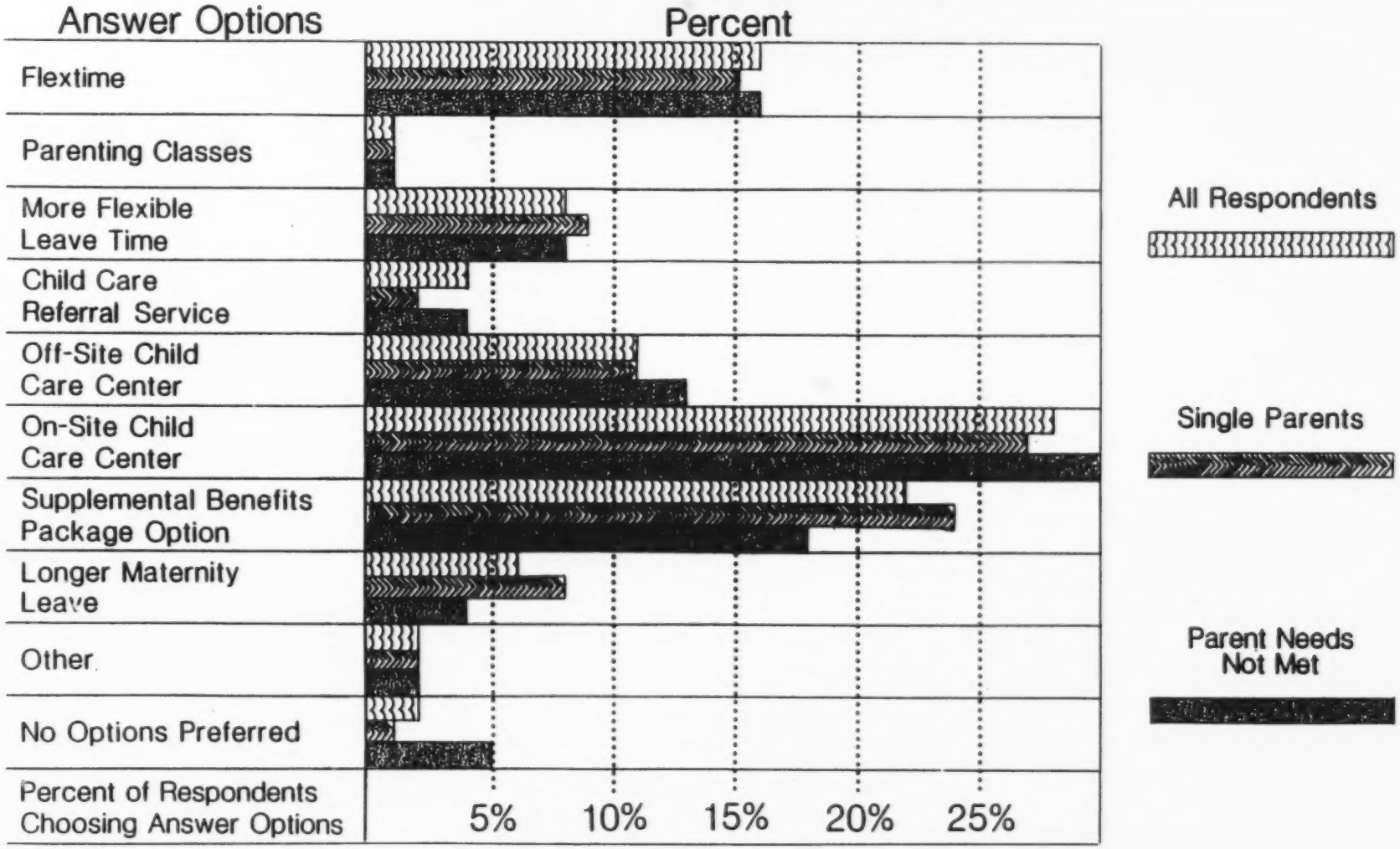
Percentages Of Responses to Attitudinal Questions in Anchorage Users Survey: "All Respondents" and "Single Parents" and "Parent Needs Not Met" Groups

Questionnaire Item	Percent of Responses*		
	All Respondents n=512	Single Parents n=124	Parent Needs Not Met n=103
Reasons for Choosing a Particular Type of Child Care			
Reputation	21	20	24
Convenience or Location	21	23	20
Religious Affiliation	2	1	2
Cost	10	11	12
Recommended By Friend	4	3	2
Child Care Philosophy	23	25	25
Child to Care-Giver Ratio	15	13	12
Space and/or Equipment	2	2	2
Availability	2	3	2
Shortcomings of Child Care Services in Anchorage?			
Children Watch Too Much TV	8	7	7
Eating/Sleeping Schedules Disrupted	7	7	9
Inadequate Nutrition	5	9	7
Inadequate Play Facilities	8	9	7
Inadequate Learning Activit.	18	17	21
Too Crowded	13	5	16
Overpriced	15	21	18
Inconvenient Location	8	8	10
Other	5	11	6
No Shortcomings	13	7	1
Choices of Possible Child Care Benefits An Employer Could Offer?			
Flextime	16	15	16
Parenting Classes	1	1	1
More Flexible Leave Time	8	9	7
Child Care Referral Service	4	2	4
Off-Site Child Care Center	11	11	13
On-Site Child Care Center	28	27	30
Supplemental Benefits Package Option	22	24	18
Longer Maternity Leave	6	8	4
Other	2	2	2
No Options Preferred	2	1	5

* Because of rounding errors, percents may not sum to 100. Also, since all items were not answered, "n"s for each specific item vary.

Figure 2:

Graph of Percentage of Responses in Anchorage Survey to Question Regarding Child Care Benefits an Employer Could Offer: All Respondents", "Single Parents" and "Parent Needs Not Met" Groups.



description of the typical survey respondent.

The typical survey respondent is a married, full-time female State employee, aged 26 to 35 years of age with two or fewer children in the household. Half of these respondents are in salary range 12 or below. The typical Anchorage State employees' family earns above $40,000 per year, work day shift and have no handicapped children. Most of these employees' place of employment is located in the downtown and midtown areas including Spenard. Over half of these employees have children under the age of 5 and few tend to receive day care assistance. As in the case of place of employment, most of the child care used by these employees is in the downtown, midtown or Spenard areas. The most frequent type of child care used is care in someone else's home. The amount paid for child care of the typical Anchorage employee is $201 to $400 per month. Licensed child care is used as often as unlicensed child care for more than 40 hours per week. Three fourths of the respondents indicate their child care service is meeting their child's needs and approximately the same number indicate that their child care arrangements are meeting their needs. Few employees miss more than 8 hours per month due to child care concerns.

The most important reasons for choosing a particular type of child care are, in descending order of importance: "child care philosophy" (23%), "reputation" (21%), and "convenience or location" (21%). The three most frequent short-comings of child care services perceived by State employees are: "no or inadequate learning activities" (18%), "overpriced" (15%), and "too crowded" (13%). The preferred child care benefits that an employer could offer in descending order of importance are: "an on-site child care center" (28%), "child care option in the Supplemental Benefits Plan" (22%) and "flextime" (16%).

Anchorage Single Parents Of all the survey respondents in Anchorage, 124 (or 18% of the total) are single parents. The data for single parents yields the following profile:

Eighty percent of the single parent State employees in Anchorage are females with one child. Approximately two-thirds of these typical single parents are employed at salary ranges 12 or below and their ages tend to be between 26 and 35 years. Approximately 24% receive day care assistance and are full-time day shift employees. Few have handicapped children and most earn less than $30,000 per year. Half of the respondents use child care services in the downtown, midtown, and Spenard areas. The two most frequent types of child care use are "child care center" and "care in someone else's home". Costs for more than 40 hours per week of care (one-third of which is unlicensed) range from free to $400 per month but seldom higher. Over half of these single parent employees miss from less than one to four hours of work per month due to child care concerns.

The most important reason Anchorage Single Parents give for choosing a particular type of child care service is the child care philosophy of the caregiver (25%). The second most important reason for choosing a particular type of child care is "convenience or location" (23%) while the third is "reputation" (20%).

When single parents in Anchorage are asked to indicate what shortcomings in child care services are most problematic the most frequent response is that the child care is that it is overpriced (21%). Their second criticism of child care services in Anchorage relates to lack or shortage of learning activities (17%).

When single parents in Anchorage are asked about their preference

for employer-sponsored child care services, they respond, in descending order of importance; "on-site child care center" (27%), "child care option in the Supplemental Benefits Plan" (24%) and "flextime" (15%).

Anchorage Parents Needs Not Met: In the Anchorage survey, a total of 103 parents indicate that the child care needs of their children and themselves are not being met. Of this group, only 22% are not married and fall in the Anchorage Single Parents category. A profile of these parents is as follows.

Two-thirds of these respondents are married females approximately 90% of whom have two or fewer children. These employees are found at all salary ranges and tend to be aged 26 to 35 years. These employees work full-time on day shift, have no handicapped children, and half of them come from families earning $40,000 or more. As with other Anchorage employees, most of them work in the downtown/midtown/Spenard area and receive their child care in the same area. The largest percentage of these parents obtain their child care in someone else's home. Child care, which most frequently costs in the $201 to $300 range, is licensed in 50% of the cases. These State employees tend to use between 1 to 40 hours of child care service per week. When Anchorage State employees whose child care needs are not being met are asked to indicate how much work they miss, approximately 70% indicate from less than 1 hour to 8 hours per month.

When asked to indicate reasons why they chose a particular type of child care, these same State employees (whose child care needs are not being met) give the following responses in descending order of importance; "child care philosophy" (25%), "reputation" (24%), and "convenience or location" (20%).

With regard to the perceived shortcomings of child care services, State employees whose child care needs are not being met indicate that their greatest concern is with the lack or shortage of learning activities (21%). The second most frequent criticism is the high cost of child care services (18%) while the third is the crowded conditions of child caregivers (16%). When these employees are asked to indicate their preferences for the type of child care service their employer could offer, their responses are; choice #1, "on-site child care center" (30%); choice #2, "Supplemental Benefits Plan option (18%); and choice #3, "flextime" (16%).

The issue of level of satisfaction with day care services vis-a-vis licensed versus unlicensed day care is also examined. When all Anchorage respondents who indicate that their needs are being met are asked whether their child care is licensed or unlicensed for children #'s 1,2,3 and 4, 46% answer "yes", while 47% answer "no" (7% answered "don't know"). When those parents who indicate that their needs are not being met are asked if their child care is licensed, 45% say "yes", while 46% say "no" (9% say "don't know"). These results suggest that in Anchorage, the level of satisfaction with licensed versus unlicensed child care is very similar.

Thirty-four Anchorage single parents indicate that their child care is licensed (for child #1). When asked if their needs are being met, 68% say "yes", while 32% say "no". Twenty-one single parents indicate that their child care is unlicensed. Of these, 57% say that their needs are being met while 43% say their needs are not being met. The child care needs of single parents, in other words, seem to be satisfied more often by licensed rather than unlicensed child care.

Non Users Survey

The Non Users Survey, was conducted in 8 selected Alaska State departments in Juneau and Anchorage. Out of a total of 500 questionnaires disseminated, 228 were returned for a response rate of 46%. The data is presented in Table 8.

Slightly over half of the respondents are female and have no children. The proportion of males responding to the Non Users Survey was higher than in the Users Survey and two-thirds are married. The age range of the largest group of respondents is 36 to 45 years, older than in the Users Survey and one-third of the employees are supervisors. The three most frequently checked options with regard to employer-supported child care are, in descending order of importance, "flextime" (22%), "employers should not offer child care benefits" (18%) and "child care option in the Supplemental Benefits Plan (14%)."

The remarks made by those Users who add their own thoughts to the "Comments" section of the Non Users questionnaire tend to fall into two categories. The first category of comments tend to praise the idea of the State of Alaska becoming involved in the child care concerns of employees. A few comments made by those who indicate that they are supervisors state that they believe the job performance and morale of their employees would improve as a result of such assistance.

The second category of comments is from those who indicate that they think employers should not become involved in providing child care benefits to employees. The objections are of three basic types: those who feel it runs against the mores or traditions of America; those for whom the issue is one of preventing the state from becoming

Table 8.

Percentage* Data from Non Users Survey:
Juneau and Anchorage Combined
(n=228)

Questionnaire Item	Percent	Questionnaire Item	Percent
Sex.		Number of Children	
Male	46	Over the Age of 12.	
Female	54	0	54
		1	11
Age		2	14
18 to 25	7	3	11
26 to 35	29	4 or more	9
36 to 45	39		
46 to 55	16		
56 to 65	9	Marital Status	
		Married	62
Salary Range		Not Married	48
Range 9 or Below	11		
Range 10 to 12	21	Are You a Supervisor?	
Range 13 to 15	11	Yes	35
Range 16 to 18	32	No	65
Range 19 to 22	19		
Above Range 22	4		

Questionnaire Item	Percent
Choices of Child Care Benefits An an Employer Could Offer.	
Flextime	22
Employers Should Not Offer Child Care Benefits (No (Options Preferred)	18
Supplimental Benefits Package Option	14
On-Site Child Care Center	10
Off-Site Child Care Center	8
Child Care Referral Service	8
More Flexible Leave Time	7
No Opinion	6
Longer Maternity Leave	4
Parenting Class	2

* Because of rounding errors, percents may not sum to 100. Also, since not all items were answered, "n"s for each specific item vary.

excessively involved in the affairs of individuals; and finally, those older employees who indicate that they reared their own children and pursued a career without having the benefit of employer-sponsored child care assistance.

Follow-up Survey

During the follow-up to the child care survey, approximately 2% of the survey sample was contacted personally or by telephone. Respondents who gave a name and phone number and indicated that they would be willing to be contacted were either called or visited on the job approximately three weeks subsequent to the dissemination of the questionnaires. When contacted, it was explained that the purpose of the follow-up was to gain any additional information regarding child care needs that may not have been included on the questionnaire. The survey respondents were encouraged to discuss any issues that they felt were important, either those discussed on the questionnaire or others.

Between 50 and 60% of the survey respondents contacted during the follow-up, indicated that the questionnaire adequately covered all child care concerns that they have. An additional 20% of those survey respondents contacted during the follow-up had concerns which are basically amplifications of issues raised on the questionnaire. For example, many of the respondents related personal stories of trials and tribulations they experienced with many of the child care services they used. A surprising number of follow-up survey respondents expressed appreciation that such a study was being conducted and that there was a possibility of the State of Alaska becoming involved in the child care concerns of its employees.

Survey respondents contacted at the time of follow-up raised issues which were not directly covered by the questionnaire approximately 10% of the time. The issues raised fall into the following categories:

1. What is the liability to the State of Alaska should it operate a child care center and be sued in an abuse or sexual assault case.

2. Handicapped children and infants require specialized child care services not generally available in typical child care arrangements.

3. Paternity leave should be allowed.

4. Job sharing was an option not mentioned on the questionnaire and should be given consideration.

5. Child care for those employees who travel and must be away from home overnight is a particularly difficult situation especially for single parents.

6. Emergency medical services or an infirmary for ill children is needed since most work missed as a result of child care concerns is a result of illness.

7. State operation of a "Latchkey" program would very helpful for State employees with school-aged children.

8. Fostering more empathy and understanding in supervisors for the child care concerns of employees would elevate morale.

9. More monitoring and compliance checks on child care centers, especially private ones, would increase the trust of parents who use them and lessen the degree to which State employees now feel that child care is a problem.

10. Subsidizing child care services has its own set of shortcomings, most notably, the tendency for providers to raise prices when subsidization is available. This puts those who don't qualify for the subsidized benefit in a compromised position since the price they pay for child care increases but not their income. In effect, this amounts to a discriminatory pay raise.

11. Direct subsidies to child care centers thwart the competitive market mechanism and result in a lower quality of child care and higher prices.

12. Providing only money for child care does not solve the problem of quality child care.

13. Raising the salary of those in the lower pay grades would be a direct child care benefit not requiring any special program.

Cost Estimate Data

Data from the Juneau and Anchorage Users questionnaires was used to calculate an estimate of the costs associated with employees who miss work as a result of child care concerns. The raw data was obtained from the the Users questionnaire items concerning the salary ranges and estimated amount of time missed from work as a result of child care concerns of the respondents.

The annual cost estimate obtained was $297,431 for Juneau and $241,652 for Anchorage. This yields a total figure of $539,083 per annum.

Several qualifications of the cost calculations are in order. First, the estimate does not take into account any geographical, swingshift, graveyard or hazard pay differentials. Secondly, the salaries used in the computations are based only on Step D of the General Government Unit salary schedule. Since the salary range was the only data collected in the survey, Step D was used for all calculations since it appears to be the one at which the largest number of employees are found.

Another qualification is that 30% of the State employees were estimated to be users of child care services. No data regarding the actual percentage of State employees using child care was available and the 30% figure was based on a pilot survey of the South East Regional Resource Center staff. Also, the numbers of employees in each State department in Juneau and Anchorage were based on estimates made by the respective personnel departments. If the estimates of the

numbers of employees in the various departments are correct but the percentage of those who use child care services were 25% or 35%, the total cost figures would be $512,130 or $566,036, respectively.

A final qualification is that the total cost figure of $539,083 should be viewed as a conservative estimate. It reflects only salary costs and not such intangibles as lowered work production as a result of poor moral or those costs associated with time lost "on the job" as a result of child care concerns which intrude into the workday.

SECTION IV

Summary and Conclusions

The Alaska State Employee Child Care Survey yielded a significant amount of pertinent data regarding the child care concerns of State employees in Juneau and Anchorage. The survey appears to be timely and well received judging by high return rates and the large number of favorable comments made on the questionnaires and during the follow up. Given the fact that the users of child care were not sampled, but rather that all employees were included in the study, the data is very reliable.

The survey results for users of child care in Juneau and Anchorage are very similar. The majority of respondents are females age 26 to 35 with two or fewer children from families with annual incomes over $40,000 per year. Only 19 respondents indicate that they have handicapped children.

The most frequent type of child care used is care in someone else's home; the second most frequent is the use of child care centers. Costs are similar in the two cities, mostly ranging between $100 and $400 per month, although child care in Anchorage is slightly more expensive than in Juneau.

State employees use slightly more unlicensed child care in Juneau than in Anchorage and tend to use fewer hours of child care. This difference in the amount of child care used is probably due to the greater time required to get to and from work in Anchorage.

The degree to which Juneau and Anchorage parents believe that

their own needs and the needs of their children are being met by current child care arrangements are similar. Slightly more than one fourth feel their children's needs are not being met while slightly less than one fourth feel that their own needs are not being met.

Time at work missed as a result of child care concerns is the same for Anchorage and Juneau, approximately half of the employees miss between less than one to four hours per month, while one third miss no work.

The philosophy of the caregiver, reputation, and convenience or location, in that order, are the three most important reasons given for choosing a child care service in both Juneau and Anchorage. Similarly, in order of importance, lack or shortage of adequate learning activities, and the high cost of child care are the two most frequent criticisms of child care services. Juneau employees indicate that overcrowding in child care facilities is their third most important criticism while Anchorage employees gave "no shortcomings" as their third choice. The implication of these last results is that overcrowding is more of a problem in Juneau and that Anchorage parents are more satisfied with their child care services than their Juneau counterparts.

With regard to the child care benefits an employer could offer, the choices of Juneau and Anchorage employees are virtually identical; an on-site child care center (22%, Juneau; 28%, Anchorage), an option in the Supplemental Benefits Plan (21%, Juneau; 22%, Anchorage) and flextime (18%, Juneau; 16%, Anchorage), in that order. An off-site child care center and more flexible leave time are the fourth and fifth choices in Juneau and Anchorage.

Two subgroups of the Juneau and Anchorage employees who use child

care services, single parents and those whose child care needs are not being met, are examined in the study. There is a small overlap in the two subgroups, approximately 20% of the Parent Needs Not Met group are also included in the Single Parents group.

Single parents constitute slightly less than 20% of the total survey sample of child care users in Juneau and Anchorage. Approximately 80% of these respondents are females and those in Juneau tend to have more children than those in Anchorage, although few have more than two children. The most frequent salary range in which single employees are found is range 9 or below. These employees have family incomes significantly less than the over $40,000 per year income of married employees, with 80% falling in the $10,000 to $29,999 annual income range.

Single parent employees in Juneau and Anchorage, unlike their married counterparts, tend to use child care centers more frequently than care in someone else's home. This may be because Day Care Assistance must be used for licensed child care services. Costs for child care are similar for single and married parents although there appears to be more low cost child care available in Anchorage than in Juneau. The amount of child care used by single parents, like married parents, is higher in Anchorage than Juneau. Also, unlicensed child care is used more frequently by single parents in Anchorage than in Juneau.

With regard to meeting the needs of their children, approximately one fourth of Juneau and Anchorage single parent employees indicate that their children's needs are not being met, a result similar to that for married parents. However, approximately one third of the

Juneau and Anchorage respondents indicate that their own child care needs are not being met, a figure notably higher than for married parents.

When single parents are asked for reasons for choosing a particular child care service, Juneau respondents indicate that convenience or location is the highest priority (23%) while the child care philosophy of the caregiver is second (19%). These first two preferences are reversed for Anchorage single parents (child care philosophy, 25%; convenience or location, 23%) while reputation is the third choice of both groups (Juneau, 16%; Anchorage, 20%). When compared to married employees, the logistics of getting a child to and from child care services seems more of a concern of single than married parents.

Single parents in both Juneau and Anchorage indicate that the high cost of child care service is their biggest criticism (Juneau, 24%; Anchorage, 21%). However, the second most frequent criticism in Juneau is that the child care facilities are too crowded (17%), while in Anchorage, the second most frequent criticism is the lack of adequate learning activities (17%). The lower income of single parents would appear to be the primary reason that they rate high cost as their primary criticism of child care services.

The preferences for child care benefits that an employer could offer are the same for Juneau and Anchorage single parents and are identical to those of their married colleagues; ie., on-site child care center is Choice #1 (Juneau, 26%; Anchorage, 27%); child care option in the Supplemental Benefits Plan, is choice #2 (Juneau, 21%; Anchorage, 24%), and flextime is Choice #3 (Juneau, 18%; Anchorage, 15%).

That subgroup of State employees who believe that their child

care needs are not being met was also investigated. As a group, employees whose child care needs are not being met earn much higher annual salaries than single parents since many of them are two income families. Another finding is that among the single parents whose needs are not being met as opposed to those whose needs are being met, is that a significantly higher percentage use unlicensed child care. Licensed child care appears to meet the needs of single parents better than unlicensed child care, a situation not true for married employees.

The three most troublesome shortcomings of child care services are identical for those who do and those who do not feel that their child care needs are being met (namely, no or inadequate learning activities, high price and crowded conditions). However, the fourth most frequent response of employees who said their child care needs are being met is that there are no shortcomings! In other words, State employees consider that their child care needs are being met even when the child care is considered to lack adequate learning activities, cost too much and be too crowded. It would seem that State employees have a substantial tolerance for child care shortcomings.

The survey of State employees who do not use child care services obtained results significantly different in several respects from the survey of child care users. Among the non users of child care services there is a significantly larger percentage of married men and the respondents tend to be older employees in higher salary ranges. The choices of those who do not use child care services regarding the child care benefits the State of Alaska could offer are, in order of

importance:

1) flextime (22%);

2) employers should not offer child care services (18%);

3) child care option in the Supplemental Benefits Plan 14%).

These choices, and comments made on the returned questionnaires indicate that some form of perceived equity between those who would benefit and those who would not benefit directly from State supported child care services is desired. Flextime or a Supplemental Benefits Plan option would seem to be two forms of employer supported child care which would meet the approval of most employees who would not directly benefit from it.

The cost to the State of Alaska, in terms of employee time lost as a result of child care concerns is $297,431 in Juneau and $241,652 in Anchorage. This gives a total cost of $539,083 per year for the two boroughs. This figure is a conservative estimate made on the basis of a number of assumptions about salary scales and numbers of employees. Also, the estimate assumes that approximately 30% of the workforce in Juneau and Anchorage use child care services. Alternate estimates made based on assumptions of 25 and 35% child care users yield total figures of $512,130 and $566,036 respectively.